

## **RESIDENTIAL POLICIES AND CUSTOMER INFORMATION**

**Our company:** Taylor Sanitation is a family owned and operated waste management company in Bowling Green, KY. We offer solid waste services throughout Bowling Green and Warren County. We are a full-service company offering residential, commercial and industrial services.

**Time:** All trash MUST be out by 6:00 AM on your service day, if trash is not out on time and we are able to send the driver back, a \$35.00 re-service fee will be charged to your account.

**Limit:** One (1) 96-gallon Taylor Sanitation trash container plus up to one (1) 30 gallon personal trash cans OR the equivalent of two (2) 13 gallon trash bags. **Taylor Sanitation is not responsible for lost or damaged personal containers.** Anything over this limit may be considered a bulk pick up and subject to additional fees. Please call our office at 270-793-2437 for pricing information and to schedule bulk pickup.

**Restrictions:** No batteries, used oil, anti-freeze, paint, tires or other hazardous materials are permitted. Please do not dispose of dirt, rock, sand or other heavy materials that may exceed the weight capacity of the cart. For the safety of our personnel, individual containers should not exceed 45 pounds each; brush and limbs should be tied in bundles less than 30 lbs., less than 6 inches in diameter and four (4) feet in length—*if not cut to specifications brush may not be picked up.* There is **no sharing** of garbage service among neighbors allowed. Each house should have separate accounts.

**Cart Responsibility:** You are responsible for our carts while in your possession; if you're moving please call the office to schedule cart pickup. Please place cart in an accessible area for pickup. Because we do not charge a deposit, there is a \$75.00 charge if the cart **is NOT RETURNED.**

## **Payment Options:**

### **Pay Online: Awaiting Instructions**

**Pay At Office:** You can make your payment in person by cash (you must have exact change), check or money order.

**Mail In Checks or Money Orders:** You can mail check or money order payments to Taylor Sanitation at: P. O. Box 9550, Bowling Green, KY 42102. Please include the invoice number and address you are paying for on your payment.

**\*PLEASE NOTE – IT MAY TAKE UP TO FIVE BUSINESS DAYS FOR PAYMENTS TO POST TO YOUR ACCOUNT.**

**NSF (non-sufficient funds):** A \$35.00 return check fee will be applied to your account and the case will be referred to the District Attorney's office if the amount owed is not promptly paid. All future payments must be paid via cash or money order.

**Delinquent Accounts:** Accounts that are past due more than 45 days from the invoice date will be automatically placed on **STOP SERVICE**. Your account **MUST BE PAID IN FULL** to resume service. Once payment is posted, service will resume on your next scheduled service day, **NO EXCEPTIONS**. **REMINDER:** It may take up to 2 business days to process payment. If payment has not been received within 10 days after being placed on stop service; your account may be closed and referred to collections. If an account is closed due to non-payment, the customer must pay in full the balance and a \$35.00 re-start fee to reinstate service. You must contact us to re-establish service.

**Cancelling Your Service:** To permanently cancel your service, you must call our office at 270-793-2437 and speak with a representative.

**Refund Policy:** We do not provide refunds for partial quarters of service that have remained unused once you cancel your account with us. If you anticipate moving or otherwise canceling prior to the end of a quarter billing period you can pay monthly instead of the entire quarter. Please call our office to make arrangements. Military personnel who receive orders to move or deploy will be given a refund upon request (a copy of the orders must be submitted).

**Inclement Weather:** Taylor Sanitation reserves the right to cancel collection service on days or in area in which we deem the roads are unsafe due to snow, ice or rain. Remember, even though your car may make it through your street okay, we will not attempt to drive a large truck on icy, hilly roads. Your safety is important as well as the safety of our employees. There will be no makeup. All trash will be collected on your next scheduled pick up day. No adjustments will be made to your bill.

**Special Items:** Furniture, appliances and other large miscellaneous items require special attention. Please call our office in advance for scheduling and pricing of these types of items.

**Subject to Change:** Policies and pricing are subject to change.